



INDOCHINA GRAND TOUR CORPORATION

Head Office: No.20 - Thai Thinh 2 Str
Dong Da Dist - Hanoi - Vietnam
Tel: (84) 466 805 749 | **E:** contact@iGrandtour.com
W: www.iGrandtour.com | www.indochinagrandtour.com

INDEPENDENT TRAVEL CLIENT SURVEY

Dear valued traveler,
I would like to send my sincerest thank to you for using our services!
With the aim of maintaining and improving the quality of our tours. We would be graceful if you could complete the following questionnaire concerning various aspects of your holidays. Please kindly either hand the completed survey to your tourguide or post it to us in the envelop provided. Thank you kindly for your assistance.

Your name : Pang Qing Yuan
Home address : Jalan Anggerek
Email address
Reference : Nil
Date : 29 Dec 12 – 6 Jan 13
Local guide : Nil

1. How would you rate your local guide in the following areas?

Professionalism

Excellent Very good Good Satisfactory Poor

Knowledge of destinations:

Excellent Very good Good Satisfactory Poor

Tour management & organizational skills

Excellent Very good Good Satisfactory Poor

Communication & people skills

Excellent Very good Good Satisfactory Poor

Comments:.....

2. Describe your overall level of satisfaction of this tour:

Excellent Very good Good Satisfactory Poor

Comments:.....

3. What were the highlights?

Comments:The trek and travel experience in Sapa as well as Hanoi was good.....

4. How would your rate your drivers' ability and vehicles used?

Excellent Very good Good Satisfactory Poor

Comments:.....



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5. How would you rate the accommodation used?

Excellent **Very good** Good Satisfactory Poor

Comments:.....

6. How would you rate the pre – departure information given to you before your holiday?

Excellent **Very good** Good Satisfactory Poor

Comments:.....

7. Would you like to travel with us again? **Yes** No

Comments:.....

8. Are you interested in travelling to another Indochina destination?

China Cambodia **Laos** **India** Japan Thailand **Vietnam**

Comments:.....

Would you like to receive our E – Newsletter: **Yes** No

Do you have any further comments or suggestions for improving the overall quality of this tour?
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We highly appreciate your opinions. Tour feedback assists with the improvement of our product, services and customer care. By checking the box, you agree to allow us to share this vital information with our business partners and agents.